

CITY OF NEWARK

Delaware

RFP NO. 18-02

STAFF AUGMENTATION FOR INFORMATION TECHNOLOGY- DESKTOP SUPPORT SERVICES

ADDENDUM NO. 1

August 29, 2018

This addendum provides clarification and response to the requests for information (RFI) received via email on August 23, 24, and 27, 2018.

Question and Response:

Q: Is this a new position or a renewal of RFP 17-01?

R: *This is a renewal of RFP 17-01 that was awarded by the City in April of 2017.*

Q: In regard to the bill rate that was established via 17-01, is that rate still acceptable?

R: *Per RFP 18-02, the City of Newark is accepting proposals for the services specified. Submitted proposals will be evaluated by the defined committee before copies of the cost proposal are opened.*

Q: Please confirm the place of performance and period of performance information.

R: *This position will be located at the City's Municipal Building, 220 South Main Street, Newark, Delaware 19711. The contract will be for a one-year period; however, it may be extended at the City's discretion.*

Q: Is the service desk internally staffed?

R: *Yes, the service desk is internally staffed.*

Q: What software is used for the service desk and ticketing system?

R: *The software used is Quest Kace.*

Q: Is the service desk a managed service?

R: *No, it is not a managed service.*

Q: Please confirm that a single, full time resource is being sought.

R: *Yes, a single, full time resource is being requested.*

Q: Is this an existing position with an incumbent contractor?

R: *Brandywine Technologies was awarded the prior RFP, which expired on June 1, 2018.*

Q: Is there any available information as to budget or suggested/expected/ideal cost?

R: *At this time, there is no set budget for the resources outlined in RFP 18-02.*